Volume Contents

VOLUME 24 NUMBER 1 FEBRUARY 2003

Papers

1 Crowding at an arts festival: extending crowding models to the frontcountry
Hoon Lee and Alan R. Graefe

13 Managing risk in adventure tourism operations in New Zealand: a review of the legal case history and potential for litigation
Marie Callander and Stephen J. Page

25 Segmenting the market of West Australian senior tourists using an artificial neural network
Jaesoo Kim, Sherrie Wei and Hein Ruys

35 Innovation strategies and technology for experience-based tourism
Yeoryios Stamboulis and Pantoleon Skayannis

45 Perceptions of casino impacts—a Korean longitudinal study
Choong-Ki Lee, Seyoung Kang and Seong-Seop Kim

57 "Ebilities" tourism: an exploratory discussion of the travel needs and motivations of the mobility-disabled
Nina M. Ray and Mary Ellen Ryder

Case studies

73 Measuring tourist satisfaction with Kenya's wildlife safari: a case study of Tsavo West National Park
John S. Akama and Damiannah Mukethe Kieti

83 Tourism impacts on an Australian indigenous community: a Djabugay case study
Pam Dyer, Lucinda Aberdeen and Sigrid Schuler

97 Governmental responses to tourism development: three Brazilian case studies
Jose Antonio Puppim de Oliveira

Book reviews

111 Steps to success: global good practices in tourism human resources *Helen Williams and Christy Watts (Eds.)* (Adele Ladkin); Managing airports: an international perspective *Anne Graham* (Paul Freathy); Tourism in Western Europe—a collection of case histories *Richard Voase (Ed.)* (Graham Busby); Service quality management in hospitality, tourism and leisure *Jay Kandampully, Connie Mok and Beverley Sparks (Eds.)* (Fiona McLean); Volunteer tourism: experiences that make a difference *Stephen Wearing* (Ross Dowling)

119 Calendar

121 Forthcoming papers

VOLUME 24 NUMBER 2 APRIL 2003

Papers

123 A vision for the Canadian tourism industry
Stephen L. J. Smith

135 Understanding European tour operators' control on accommodation companies: an empirical evidence
Rita D. Medina-Muñoz, Diego R. Medina-Muñoz and Juan M. García-Falcón

149 Transforming hotels into learning organisations: a new strategy for going global
Serkan Bayraktaroglu and Rana Ozen Kutanis

155 Condominium developments in maturing destinations: potentials and problems of long-term sustainability
Jan Warnken, Roslyn Russell and Bill Faulkner

169 The influence of push and pull factors at Korean national parks
Samuel Seongseop Kim, Choong-Ki Lee and David B. Klenosky

181 Small-scale event sport tourism: fans as tourists
Heather J. Gibson, Cynthia Willming and Andrew Holdnak

191 The effect of uncertainty avoidance on information search, planning, and purchases of international travel vacations
R. Bruce Money and John C. Crotts

203 The evolution and transformation of a tourism destination network: the Waitomo Caves, New Zealand
Kathryn Pavlovich

Case study

217 The emergent tourism industry in eastern Germany a decade after Unification
Tim Coles

Book reviews

227 Tourism in the 21st century. Lessons from experience (or reflections on experience) *B. Faulkner, G. Moscardo, E. Laws* (Richard Prentice); Tourism and sex: culture, commerce and coercion *Stephen Clift and Simon Carter (Eds.)* (Nicholas J. Ford); Tourism and the less developed world: issues and case studies *David Harrison (Ed.)* (Regina Scheyvens); The geography of tourism and recreation: environment, space and place, 2nd Edition *C.M. Hall and S. Page* (Rick Ball); Tourism in Latin America *L. Lumsdon and J. Swift* (Dianne Dredge)

237 Forthcoming papers

239 Calendar

VOLUME 24 NUMBER 3 JUNE 2003

Papers

241 Information supply in tourism management by marketing decision support systems
Karl W. Wöber

257 Need and options for a regenerative energy supply in holiday facilities
Sven Bode, Jobst Hapke and Stefan Zisler

267 Energy use associated with different travel choices
Susanne Becken, David G. Simmons and Chris Frampton

279 Communicating in a crisis: flight SQ 006
Joan C. Henderson

289 Community involvement in tourism infrastructure—the case of the Strahan Visitor Centre, Tasmania
Liza D. Fallon and Lorne K. Kriwoken

309 Analysis of Las Vegas Strip casino hotel capacity: an inventory model for optimization
Zheng Gu

315 The implications of tourism specialisation in the long run: an econometric analysis for 13 OECD economies
Alessandro Lanza, Paul Temple and Giovanni Urga

323 A comparison of three different approaches to tourist arrival forecasting
Vincent Cho

331 Local perceptions of tourism planning: the case of Cuéllar, Spain
Peter M. Burns and Mónica Montalvillo Sancho

Research note

341 Investigating trekkers' attitudes to the environment of Annapurna, Nepal
A. Holden

Book reviews

345 Tourism in the Antarctic: opportunities, constraints, and future prospects *Thomas G. Bauer* (Ross K. Dowling); Seasonality in tourism *T. Baum and S. Lundtorp (Eds.)* (Steve Pike); European gastronomy into the 21st century *Cailen Gillespie* (Michael Riley); Consumer psychology of tourism, hospitality and leisure (volume 2) *J.A. Mazanec, G.I. Crouch, J.R. Brent Richie and A.G. Woodside (Eds.)* (Kaye Thorn); Tourism and China's development: Policies, regional economic growth and ecotourism *J.J. Wen and C.A. Tisdell* (Cathy H.C. Hsu)

353 Forthcoming papers

355 Calendar

VOLUME 24 NUMBER 4 AUGUST 2003

Papers

357 Using data envelopment analysis to measure hotel managerial efficiency change in Taiwan
Shiuh-Nan Hwang and Te-Yi Chang

371 Residents' perceptions, migrant groups and culture as an attraction—the case of a proposed Pacific Island cultural centre in New Zealand
J. Cave, C. Ryan and C. Panakera

387 Price fairness and its asymmetric effects on overall price, quality, and value judgments: the case of an upscale hotel
Haemoon Oh

401 Difference in shopping satisfaction levels: a study of tourists in Hong Kong
James Wong and Rob Law

411 Tourists' perceptions of the Canada–USA border as a barrier to tourism at the International Peace Garden
Dallen J. Timothy and Cevat Tosun

423 South African wine routes: some perspectives on the wine tourism industry's structural dimensions and wine tourism product
Johan Bruwer

437 Writing publishable papers
A. Yuksel

447 Managing Tourism and Islam in Peninsular Malaysia
Joan C. Henderson

457 Applying fuzzy databases and FSQL to the management of rural accommodation
José Galindo, M. Carmen Aranda, José L. Caro, Antonio Guevara and Andrés Aguayo

465 Travel agents as facilitators or inhibitors of travel: perceptions of people with disabilities
Bob McKercher, Tanya Packer, Matthew K. Yau and Patrick Lam

	475	Events in Indonesia: exploring the limits to formal tourism trends forecasting methods in complex crisis situations *Bruce Prideaux, Eric Laws and Bill Faulkner*
Book reviews	489	Cultural attractions and European tourism *Greg Richards (Ed.)* (Raoul Bianchi); Tourism and development in mountain regions *P.M. Godde, M.F. Price and F.M. Zimmermann (Eds.)* (James Higham); The caterer and hotelkeeper guide to money matters for hospitality managers *Cathy Burgess* (John Pinfold)
Conference reviews	495	International Conference Small Firms in the Tourism and Hospitality Sectors (Alison Morrison); Rethinking of Education and Training for Tourism (Graham Busby); Tourism and Hospitality on the Edge (Charles Johnston and Hazel Tucker)
	499	Forthcoming papers
	501	Calendar

VOLUME 24 NUMBER 5 OCTOBER 2003

Papers	503	Leading indicator tourism forecasts *Nada Kulendran and Stephen F. Witt*
	511	Incorporating the rough sets theory into travel demand analysis *Carey Goh and Rob Law*
	519	Passenger expectations and airline services: a Hong Kong based study *David Gilbert and Robin K.C. Wong*
	533	Convention industry in South Korea: an economic impact analysis *Samuel Seongseop Kim, Kaye Chon and Kyu Yoop Chung*
	543	Journey to nowhere? E-mail customer service by travel agents in Singapore *Jamie Murphy and Irene Tan*
	551	Motivators to creativity in the hotel industry—perspectives of managers and supervisors *Simon Wong and Loretta Pang*
	561	The study of senior traveler behavior in Taiwan *Leo Huang and Hsien-Tang Tsai*
	575	Tourist's perceptions of safety and security while visiting Cape Town *Richard George*
Case study	587	Frequent Flyer Program: a case study of China airline's marketing initiative—Dynasty Flyer Program *Jyh-Yih Yang and Abby Liu*
Book reviews	597	Exporting paradise: tourism and development in Mexico *Michael Clancy (Ed.)* (Paul Leung Kin Hang); Urban Tourism *C. Law* (Michael Fagence); Naissance d'une industrie touristique: les Anglais et la Suisse au XIX^{e} siècle *L. Tissot* (Christine Penman); Strategic questions in food and beverage management *R. Wood (Ed.)* (C. Michael Hall)
	603	Forthcoming papers
	605	Calendar

VOLUME 24 NUMBER 6 DECEMBER 2003

Current issue paper 607 Evaluating research performance in tourism: the UK experience
Stephen J. Page

Research articles 623 Hotels and restaurants—are the risks rewarded? Evidence from Norway
Ole Skalpe

635 Mission statements of international airlines: a content analysis
Sharon Kemp and Larry Dwyer

655 Regional development policies: an assessment of their evolution and effects on the Spanish tourist model
Josep Antoni Ivars Baidal

665 Tourism and environmental taxes. With special reference to the "Balearic ecotax"
Teresa Palmer and Antoni Riera

675 Tourism, peace, politics and ideology: impacts of the Mt. Gumgang tour project in the Korean Peninsula
Samuel Seongseop Kim and Bruce Prideaux

687 The implications of hotel employee attitudes for the development of quality tourism: the case of Cyprus
Richard Sharpley and Gill Forster

699 When wildlife tourism goes wrong: a case study of stakeholder and management issues regarding Dingoes on Fraser Island, Australia
Georgette Leah Burns and Peter Howard

Research note 713 Legacy tourism: the search for personal meaning in heritage travel
Gary McCain and Nina M. Ray

Book reviews 719 Dynamic tourism (C. Ryan); Tourismus im 21. Jahrhundert (tourism in the 21st century): Das gekaufte Paradies (the bought paradise) *H. W. Opaschowski* (Birgit Trauer); Leisure and tourism policy and planning (second edition) *A.J. Veal* (Kaye Thorn); Travel trade and transport: an introduction *Lesley Pender* (Paul Freathy); The political economy of tourism development in Africa *P. Dieke (Ed.)* (Regina Scheyvens); In search of hospitality: theoretical perspectives and debates *C. Lashley and A. Morrison (Eds.)* (Stephen Page)

729 List of referees—2003

735 Forthcoming papers

737 Calendar

I Index to Volume 24, 2003